Professional Licensing Agency

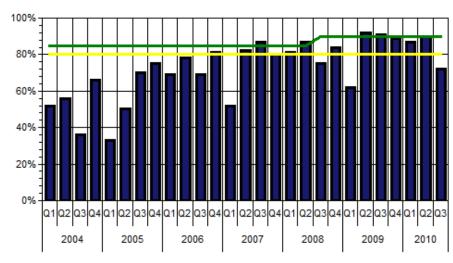
Agency Head: Frances Kelly

OMB Liaison: Gloria Downham

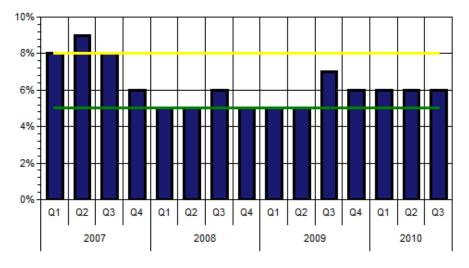
Mission Statement: To provide efficient and effective administrative support services to Indiana's professional licensing boards and commissions in order to facilitate the delivery of competent consumer services by regulated professionals to the citizens of Indiana. To provide an expedient licensing process for regulated professionals by maintaining a climate that fosters the growth of commerce while ensuring the health, safety and welfare of the citizens of our great state.

Key Performance Indicators:

Percentage of Licensees Renewing Online

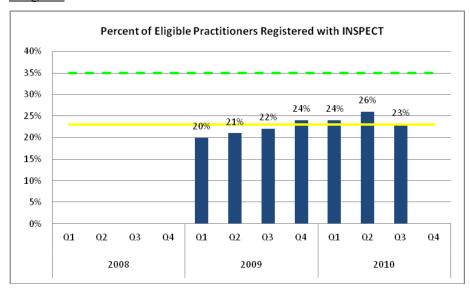


Percentage Rate of Abandoned Phone Calls

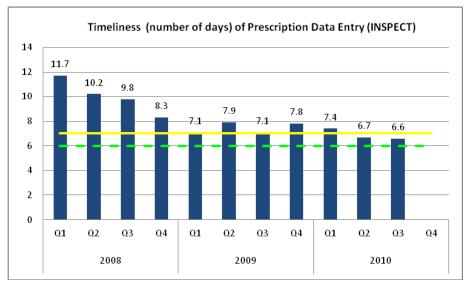


Professional Licensing Agency Sample Program Measures

<u>Fund</u>: 45290 – Controlled Substance Data Fund Program: Controlled Substance Data Fund



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